

# UNEMPLOYMENT INSURANCE WEEKLY CLAIMS FILING INSTRUCTIONS

## ‘EASY CALL’



## LOUISIANA WORKS

DEPARTMENT OF LABOR™

[www.LAWORKS.net](http://www.LAWORKS.net)

## VOICE RESPONSE SYSTEM INSTRUCTIONS

The Interactive Voice Response (IVR) System, “Easy Call,” provides user-friendly access to general information concerning services provided by the different offices of the Louisiana Department of Labor and provides certain services by telephone rather than in person or by mail.

You may call for general information and to find out about your benefits Tuesday through Saturday. No payment information is available on Monday, as claims filed late Friday through Monday are not processed until Monday night.

To file your continued claim for unemployment benefits by telephone safely, you must call each week by conventional “corded” telephone (push-button or rotary). A cordless or cellular telephone may compromise confidentiality or emit signals affected by interference or static. The quality of your telephone connection is important for the proper processing of your weekly claim.

**CAUTION: We recommend that you use only “corded” touch-tone or pulse telephones to access the “Easy Call” system. Generally, cordless, mobile or cellular telephones generate a less reliable signal and they may permit unauthorized access to your confidential social security number, PIN or other information transmitted by telephone.**

You may use any type of corded telephone to call the “Easy Call” system. A push button telephone allows you to enter your responses by touching buttons. If you utilize a rotary phone, your answers must be spoken clearly with each number spoken separately. Remember, if you are speaking your answers, the number “0” should be said as “ZERO”. This method of claiming benefits allows you to use the telephone reporting system and avoid unnecessary trips to your local Job Center office and some postage expenses.

To file your continued claim, call the “Easy Call” phone number for your area. These numbers are listed in the back of this booklet. An IVR Unit will answer. A prerecorded voice will ask the eligibility questions one at a time. You answer “YES,” “NO” or a number by pressing the appropriate buttons on the telephone keypad or by speaking your answer as instructed during your call.

When entering information on the telephone keypad, on some questions you will be instructed to enter the pound sign (#). If you do not enter the pound sign (#) when instructed, your answer will not be accepted, and you will be asked to enter your answer again. The pound sign (#) is located on your telephone to the right of the zero at the bottom of the keypad. If you are speaking the numbers, it will not be necessary to say “POUND” at the end of your answer.

After each question, the system will repeat your answer. It is important that you listen to the information carefully to be sure that it is correct. If it is not, you may change your answer. The system tells you how to change your answer. You may not interrupt when warning messages are read.

If you are disconnected or hang up before the system tells you that your claim has been processed, you will have to call again to file your claim. You will have five seconds to respond to the message, then the selections will be repeated. If there is no response after the second time, the system will disconnect.

If you get a busy signal when you are trying to file your weekly continued claim, wait a few minutes and try again.

Contact your local Job Center or the Louisiana Interstate Liable Unit if you are filing an Interstate claim, or if you have any questions about how to complete the answers or how to use this Voice Response System. You should call the “Easy Call” number and read these instructions carefully before contacting your local Job Center.

You should file your weekly continued claims for unemployment benefits only as instructed by your local Job Center or the Louisiana Interstate Liable Unit. If you are placed on the “Easy Call” system, do not complete and mail in any LDOL 28 forms (commonly called “turnaround pay order cards”).

## **HOURS: CLAIMING BENEFITS BY TELEPHONE**

You may file a weekly claim for benefits any time Sunday through Saturday. However, there will be a short downtime each night for file maintenance and updates. For better service, you are encouraged to file your weekly claim for benefits any time Sunday or during non-business hours (5:00 P.M. to 8:00 A.M.), Monday through Friday. After each week ending date, you will have seven calendar days to file your weekly claim by telephone.

The only week that you may claim by telephone is the week that ended on the Saturday before your call, which gives you only seven calendar days to file for that week. You must report to your local Job Center to claim any prior weeks or for any problems you may have. Interstate claimants should contact the Louisiana Interstate Liable Unit for assistance.

No claim information will be available Monday. Claims filed on the weekend are not processed until Monday night. Therefore, your local Job Center cannot provide any information about your claim Monday. You should wait until Tuesday to contact your local Job Center or the Louisiana Interstate Liable Unit if you have any questions regarding your claim for benefits. See also the last part of the section labeled “Late Filing.”

## **PERSONAL IDENTIFICATION NUMBER (PIN)**

The telephone claims filing and benefit inquiry applications for “Easy Call” require that you enter a secret four-digit personal identification number (PIN). Your PIN protects you from having another person file your claim or obtain information about your claim.

You will select your PIN during your first call and either say or key the numbers into the telephone. Be sure you select a PIN that will be easy for you to remember because you must use the same PIN each time you call to file your weekly claim or get benefit information. We recommend that you not repeat the same numbers such as 1111, 9999, 3333, etc., or a number sequence such as 1234. Because you are responsible for its use, it is important that you never tell anyone your PIN.

If you believe that someone else may have discovered your PIN, you can easily change it through “Easy Call.” If you forget your PIN, immediately report in person to your local Job Center for assistance in establishing a new one. Be sure to bring proper identification with you.

To maintain secrecy, the unemployment insurance representative will not give you a PIN but will arrange for you to establish a new PIN during your next telephone filing or benefit payment inquiry.

**WARNING:** Your PIN has the same legal authority as your signature on a paper document. **PROTECT YOUR PIN; DO NOT GIVE IT TO ANYONE.** If you believe someone knows your PIN, phone “Easy Call,” and change your PIN immediately. If you believe someone has accessed your claim file, immediately report to your local Job Center.

## **PREPARING TO CALL THE VOICE RESPONSE SYSTEM**

Using the telephone to file your weekly claim is much easier if you take time to prepare before making your call.

1. Have a pencil and paper handy to write down information that you may need to take with you to your local Job Center, should you receive instructions to report.
2. Be sure to know your social security number. (If you are calling from a rotary phone, you should speak clearly and say each number separately. The number “0” should be said as “ZERO.”)

EXAMPLE: If your social security number is: 0 7 8 - 0 5 - 1 1 2 0

You should say: ZERO SEVEN EIGHT  
ZERO FIVE  
ONE ONE TWO ZERO

3. If you are calling to file your weekly claim for benefits and you earned wages during the week, be sure that you know the gross amount you received or will receive (rounded to the nearest dollar). This is the amount you earned before any deductions for taxes, insurance, etc.

EXAMPLE: Wages of \$105.49 should be entered by pressing or saying:

ONE ZERO FIVE

Wages of \$105.50 should be entered by pressing or saying:

ONE ZERO SIX

4. You may not be asked all the questions shown in this booklet. However, you must answer all questions that the IVR system asks you.
5. As you continue through this telephone system, each entry or answer you speak will be repeated. You will be asked to press “1” or say “YES” to indicate that your answer is correct or to press “9” or say “NO” to change your answer.

**WARNING:** Be sure that all statements you make when applying for unemployment benefits or while you are receiving benefits are accurate. You must report your gross earnings each week if you work anytime while receiving unemployment benefits.

Unemployment benefits are checked by computer, and employers are notified to verify the claim information you provide regarding earnings, work searches, etc. Attempts to claim or receive benefits fraudulently can result in loss of benefits, fines and/or imprisonment.

## MAKING THE “EASY CALL”

Call the “Easy Call” number for your area. When your call is answered, you will hear the following important message:

“Thank you for calling the Louisiana Department of Labor. If you have touch-tone service, press “1.” If you do not have this service from your telephone company, but you do have a telephone capable of switching from pulse to tone, switch to tone now and press “1.”

For information about unemployment insurance benefits, press “1” or say “ONE.”

The IVR system allows you to choose the area of information in which you are interested. The options listed below indicate the different areas that may be selected.

To get to the information listed in the options below, simply press the appropriate option number, or say the option number designated for the information in which you are interested.

- OPTION 1: To file for unemployment insurance benefits, to create your personal identification number or to change your personal identification number, press 1.
- OPTION 2: To inquire about your unemployment insurance benefit payments, your claim balance or the date your claim ends, press 2.
- OPTION 3: For general information about unemployment insurance benefits, press 3.
- OPTION 4: To find the location of an office near you, press 4. This listing does not include offices outside of Louisiana.
- OPTION 5: For information about the appeals process or a specific appeal, press 5.
- OPTION 6: To obtain the total amount of unemployment insurance benefits paid to you, press 6.

To hear these choices again, press or say “7”.

**REMEMBER: You will have five seconds to respond to the message. If the IVR system receives no response or receives an invalid response within that time span, it will repeat the selections once. If there is no response or if there is an invalid response after this repeat, it will respond with an exit message.**

During your first call, you will choose OPTION 1. Then you will be given the following choices.

1. File for your weekly benefits on an existing claim.
2. Establish your personal identification number (PIN).
3. Change your PIN.
4. If you have not yet established a claim.

## **ESTABLISHING YOUR PERSONAL IDENTIFICATION NUMBER (PIN)**

Before you can file a weekly claim for benefits, you must establish your PIN. This can be done on the third work day after filing an initial claim. During your first call, and after selecting Option 1 from the UI menu, you will hear the following:

**REMEMBER: If you are calling from a rotary phone, speak clearly and say each number separately. For the number “0,” you should say “ZERO.”**

“To establish your personal identification number, or PIN, press “2” or say “TWO.”

1. Please enter your nine-digit social security number.
2. You are now going to create your personal identification number. This number must be known only to you. If you lose this number, it cannot be retrieved. Please enter a four-digit personal identification number now.
3. You have entered “####”. If this is correct, press “1” or say “YES.” If this is not correct, press “9” or say “NO.”

Congratulations! You have now established your own PIN. Remember, this number must be known only to you. If you lose this number, it cannot be retrieved. If you lose this number, contact your local Job Service office in person as soon as possible for assistance. If you are filing an interstate claim, please contact the Interstate Unit at the telephone number provided to you, between the hours of 8:00 a.m. and 4:00 p.m., Central Time, Monday through Friday. To return to the previous menu, press “8” or say “EIGHT.” If business has been concluded, press “9.”

## **TO FILE FOR WEEKLY BENEFITS**

**REMEMBER: Before filing for your weekly benefits, be sure to have at hand your social security number, your PIN and the gross amount of wages, if any, that you earned during the previous week.**

Once your unemployment claim has been filed and processed, you may use “Easy Call” to claim your weekly unemployment benefits over the telephone. You should be prepared to follow the sample shown below when utilizing this system.

Call “Easy Call” at the number given to you when you filed your new or additional claim. Once you have established your PIN, you may file a weekly claim for benefits when the first week of your new or additional claim has ended.

After reaching the main menu and choosing Option 1, you will hear the following:

“Enter your nine-digit social security number.

You have entered “999-99-9999.” If this is correct, press “1” or say “YES.” To change your answer, press “9” or say “NO.”

Please enter your personal identification number, or PIN.

We are now ready to process your claim for unemployment insurance benefits for the week beginning Sunday, MM/DD/YY, and ending this past Saturday, MM/DD/YY. You must answer the following questions truthfully. Any attempt

to obtain benefits by entering false information can result in a loss of benefits, fines and imprisonment. If any question is left unanswered or if this line is disconnected for any reason before completion, your payment for this week will not be processed. To show that you understand this warning message, press "1," or say "YES" now. To show that you do not understand this warning message, press "9," or say "NO" now.

As you continue through this telephone system, each entry you make will be repeated, and you will be asked to press "1" on your telephone key pad or say "YES" to indicate that your answer is correct or press "9" or say "NO" to change your answer.

1. Did you work during the week beginning Sunday, MM/DD/YY, and ending this past Saturday, MM/DD/YY?

If yes, press "1" or say "YES," now. If no, press "9" or say "NO" now."

If you press "9" or say "NO," the system will go on to question 2. If you press "1" or say "YES," you will hear the following:

"Your answer indicates you did work during the week beginning Sunday, MM/DD/YY, and ending this past Saturday, MM/DD/YY. If this is correct, press "1" or say "YES." If this is incorrect, press "9" or say "NO."

You must now report your gross weekly wages. **REMEMBER: you must report these earnings whether or not you have been paid yet.** Round the amount of your weekly pay to the nearest dollar. Enter this dollar amount followed by the pound sign (#), or speak the dollar amount clearly and distinctly.

EXAMPLE: If you earned \$103.75 before any deductions, you would enter the following on your telephone key pad: 1 0 4 #

Or you would say: "ONE ZERO FOUR."

The amount of wages you reported is \$104.00. If this is correct, press "1" or say "YES" now. If this is not correct, press "9" or say "NO" now.

Are you still employed at this job or working part-time, or were you separated from this employment due to a lack of work? If yes, press "1," or say "YES" now. If no, press "9," or say "NO" now.

Did you quit this job or were you fired? If yes, press "1," or say "YES" now. If no, press "9," or say "NO" now.

Your answer indicates that you are still employed at this job or you are working part-time, or that you were separated from this employment due to a lack of work. If this is correct, press "1," or say "YES" now. If not, press "9," or say "NO" now.

OR

Your answer indicates that you either quit or you were fired from your employment. If this is correct, press “1,” or say “YES” now. If not, press “9,” or say “NO” now. To respond to questions 2 through 5, answer “YES” by pressing “1” or saying “YES,” or answer “NO” by pressing “9” or saying “NO.” After you have answered each question, we will verify your answer. To confirm your response, press “1” or say “YES.” To change your original response, press “9” or say “NO.” If you answer negatively, we will ask the question a second time. You will be allowed to change each original answer only once.

1. Did you refuse work during this week?
2. Did you begin receiving workers’ compensation, social security, a veterans’ administration allowance, or any other pension during this week?
3. Did you begin attending school or a training program during this week?
4. Were you able, available and looking for work during this week?

If one or more of your answers indicate a potential issue on your claim, you will be instructed to contact your local Job Center before claiming a future week or if you are an Interstate claimant, you will be instructed to call the Louisiana Interstate Liable Unit. Your failure to report as instructed may result in a loss of benefits to you.

After answering the questions above and before final processing of your application for weekly benefits, the following warning statement will be announced:

“You are reminded that Louisiana’s Employment Security Law requires that you make an active search for work each week and record this work search in your Benefit Rights Booklet. You are applying for unemployment insurance benefits for the week beginning Sunday, MM/DD/YY, and ending this past Saturday, MM/DD/YY. You must have answered the preceding questions truthfully. Any attempt to obtain benefits by entering false information can result in a loss of benefits, fines and imprisonment.

To show that you understand this warning message and agree that the information you have provided is correct to the best of your knowledge, press “1,” or say “YES” now. To show that you do not understand this warning message, press “9,” or say “NO” now.

If you no longer wish to claim benefits for this week, just hang up the telephone now.”

After pressing “1” or saying “YES,” you will hear the following:

“Your payment for the week ending Saturday, MM/DD/YY, will be processed.

Thank you for calling the Louisiana Department of Labor. Good-bye.”



This is a brief overview of the recorded message you will hear when filing your unemployment claim for weekly benefits by telephone. The messages you hear during your “Easy Call” could vary depending on the information you enter.

**REMEMBER: If you are disconnected or hang up before the system tells you that your claim has been processed, you will have to call again to file your claim. You will have five seconds to respond to the questions, then the selections will be repeated. If no response is indicated or spoken after the second request, the system will disconnect and you will have to call again.**

**Louisiana Department of Labor  
Job Center Offices**

<b>Office</b>	<b>Address</b>	<b>Easy Call Number</b>
Allen Job Center	607 Hwy 1152 (Pelican Hwy)	<b>(318) 238-6499</b>
Bastrop One-Stop	259 Holt Street	<b>(318) 283-0877</b>
Baton Rouge Job Ctr	1991 Wooddale Boulevard	<b>(225) 342-8731</b>
Bogalusa Job Center	438 Avenue B	<b>(985) 732-6659</b>
Bossier City Job Ctr	2335 Airline Drive	<b>(318) 676-5501</b>
Crowley Job Center	11 North Parkerson Avenue	<b>(337) 788-4978</b>
Beauregard One-Stop	1808 Hwy 190 West Su #G	<b>(337) 462-5744</b>
Ferriday Job Center	105 E. Wallace Boulevard	<b>(318) 757-7548</b>
Gonzales Job Center	1721 D South Burnside Avenue	<b>(225) 647-1032</b>
Hammond Job Center	1711 Nashville Avenue	<b>(985) 543-4114</b>
Houma Job Center	7528 Main Street	<b>(985) 876-8804</b>
Lafayette Job Center	706 East Vermillion	<b>(337) 262-4917</b>
Lake Charles Job Ctr	4250 Fifth Avenue	<b>(337) 475-8608</b>
LaPlace Job Center	2701 New Highway 51	<b>(985) 652-7346</b>
Leesville Job Center	501 South Fourth Street	<b>(337) 238-6499</b>
Mansura Sub-Office	2104 Cleco Street	<b>(318) 487-5006</b>
Metairie Job Center	6701 Airline Highway	<b>(504) 568-7385</b>
Minden Job Center	310 Homer Road	<b>(504) 371-3097</b>
Monroe One-Stop	3158 Louisville Ave.	<b>(318) 362-4276</b>
Morgan City Job Ctr	7710 Highway 182 E	<b>(985) 380-2446</b>
Natchitoches Job Ctr	303 Bienville Street	<b>(318) 357-7102</b>
New Iberia Job Center	124 E. Main Street	<b>(337) 373-0183</b>
New Orleans Job Ctr	1530 Thalia Street	<b>(504) 568-7385</b>
N.O. East Job Center	5741 Crowder Road	<b>(504) 568-7385</b>
Opelousas Job Center	230 West Bellevue Street	<b>(337) 948-0302</b>
Rapides Job Center	5610 B Coliseum Boulevard	<b>(318) 487-5006</b>
St. Bernard Job Center	3700 LaFontaine Street	<b>(504) 568-7385</b>
Shreveport Job Center	2900 Dowdell Street	<b>(318) 676-5501</b>
Slidell Job Center	316-A East Howze Beach Lane	<b>(504) 645-3575</b>
Tallulah Job Center	405 North Cedar Street	<b>(318) 574-8657</b>
W.Jefferson Job Center	2150 Westbank Expressway Su 401	<b>(504) 568-7385</b>
W. St.Tammany	19376 North Third Street	<b>(985) 893-6264</b>
Winnsboro Job Center	209-B Fair Avenue	<b>(318) 435-2195</b>
<b>Interstate Liable Unit</b>	PO Box 94094 B.R.,LA 70804-9094 Interstate-CWC-Federal Unit R#386	<b>(225) 342-8731 / (225) 568-7385</b>